BUSINESS DRIVERS FROM IT PLANS CIRCA 2014
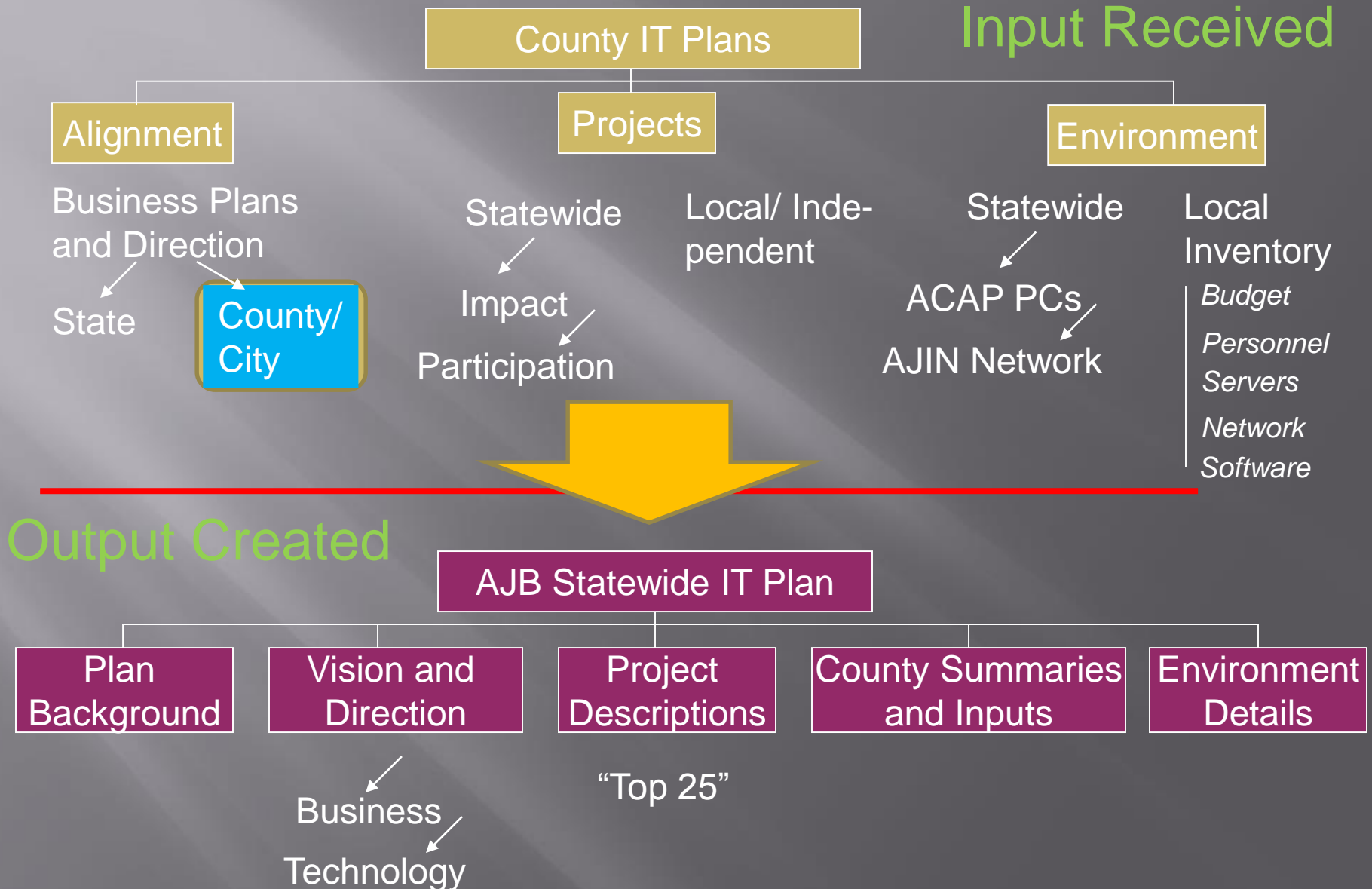
Stewart Bruner

Commission on Technology – Feb 14, 2014

GENERAL CONTEXT OF IT PLANNING

Input Received

County IT Plans

Alignment

Business Plans and Direction

→ State

County/City

Projects

Statewide

→ Impact

→ Participation

Local/ Independent

Environment

Statewide

→ ACAP PCs

→ AJIN Network

Local Inventory

Budget

Personnel

Servers

Network

Software

Output Created

AJB Statewide IT Plan

Plan Background

Vision and Direction

→ Business

→ Technology

Project Descriptions

"Top 25"

County Summaries and Inputs

Environment Details

National Center's Macro Trends

- From *Future Trends in State Courts 2011*

  1. Improving access to courts through technology

  2. Harnessing social media /changing outreach

  3. Continued growth of specialized courts

  4. Addition of special programs for specific populations

  5. Need for "revolutionary" changes to address looming challenges

NCSC's "Revolution" Points

Premise: Courts will be under increasing pressure to alter their roles in response to emerging trends.

1. Court leaders must jettison the mindset that we are going through a short-term rough patch and that, in time, things will get better.
2. Courts must reexamine their missions and critically review and align the scope of services they provide.
3. Court leaders must revolutionize their court cultures and work environments.
4. Court organizations must become more nimble, agile, and responsive.

With thanks to Dr. Brenda Wagenknecht-Ivey, PRAXIS Consulting, Inc

NCSC's "Revolution" Points

5. Leaders must rethink and dramatically alter how courts provide primary services, conduct business, and achieve effective outcomes.

   ❖ Revolutionize work processes and caseflow management practices,

   ❖ Improve access to services and information using low-cost social media to conduct core business

   ❖ Use evidence-based practices and tools to target services more accurately and then monitor results

6. Courts must expand existing and forge new partnerships.

7. Court leaders must be even more tenacious in advocating for the needs of the judiciary and courts, communicating accomplishments, and demonstrating accountability.

NACM General Trends 2010 –2015

1. Improve caseflow management
2. Sustain excellence in difficult budget times
3. Enhance public perception of courts and increase community collaboration
4. Improve leadership and formal governance
5. Prepare for and respond to macro-level trends
6. Support professional court management education

What the Plans Say…

Business Drivers from Plans

- Increase public access to court services
  - Improve services available online
  - Increase self-help capabilities
  - Expand e-filing, e-signature, e-certification
  - Ensure access for non-English speakers

- Improve/Expand justice integration and electronic information sharing

- Start or continue formal business continuity planning, esp. for local EDMS

Business Drivers from Plans

- Increase operational efficiencies
  - Improve case mgmt / processing
  - Expand use of new technologies
  - Provide staff mobile connectivity to court information and documents
  - Give Adult Probation access to AJACS data

- Recruit and retain a well trained, motivated workforce

- Improve the workplace environment
  - Enhance security of employees
  - Improve courthouse functionality

- Numerous one-off items

NCSC TRENDS

- **Improve court access through technology**

- **Harnessing social media**
- **Growing specialized courts**
- **Special programs for special populations**
- **"Revolutionary" changes to address challenges**
  - **Go beyond imaging to content management**
  - **Apply customer relationship management tools**

AZ DRIVERS

- **Increase web info and electronic services / self-help**
- **eFiling/signature/certifications**
- **Expand justice integration/info sharing**
- **Business continuity planning**
- **Speed caseflow processing**
- **Improve court op efficiency**

- **Access for non-English speakers**

- **Mobility apps and remote access for employees**
- **Expand access to court using technology**

2015-17 Plan Development Timeline

2013   **2014**

Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep

- Collect court contacts — 11/01
- Distribute starting plan to business contacts — 11/15
- Submit business updates — DUE 1/10
- Give updates to IT planners — 1/24
- Submit all IT plan inputs — DUE 3/14
- AOC review updated plans — 5/11
- COT approve updated plans — 6/06
- Compile statewide plan — 8/22
- COT review and approve draft statewide plan — 9/12